

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services - Residential Family

Who Completed the Forms

One question on the residential family survey asked who completed the form. The following table describes who completed the forms for people served by the Division of Alcohol and Drug Abuse Services.

	CSTAR Adult Women	CSTAR Child/Adol.	CSTAR General	GTS Adult
Mother	12 (32.4%)	35 (64.8%)	5 (23.8%)	22 (35.5%)
Father	3 (8.1%)	7 (13.0%)	1 (4.8%)	3 (4.8%)
Guardian	0 (0%)	4 (7.4%)	0 (0%)	1 (1.6%)
Spouse	4 (10.8%)	1 (1.9%)	5 (23.8%)	11 (17.7%)
Other	18 (48.6%)	7 (13.0%)	10 (47.6%)	25 (40.3%)

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

<i>Residential Family Forms</i>	Number Forms Sent - April 2001	Number Forms Returned	Percent of Served Returned
Total Non-Residential Family Members	738	196	26.6%
CSTAR Women/Children Family	130	42	32.3%
CSTAR Child/Adolescent Family	233	60	25.8%
CSTAR General Family	65	27	41.5%
GTS Adult Family	280	67	23.9%

Demographics of Family Member Receiving Services

Person completing the survey form provided demographics of their family member receiving services.

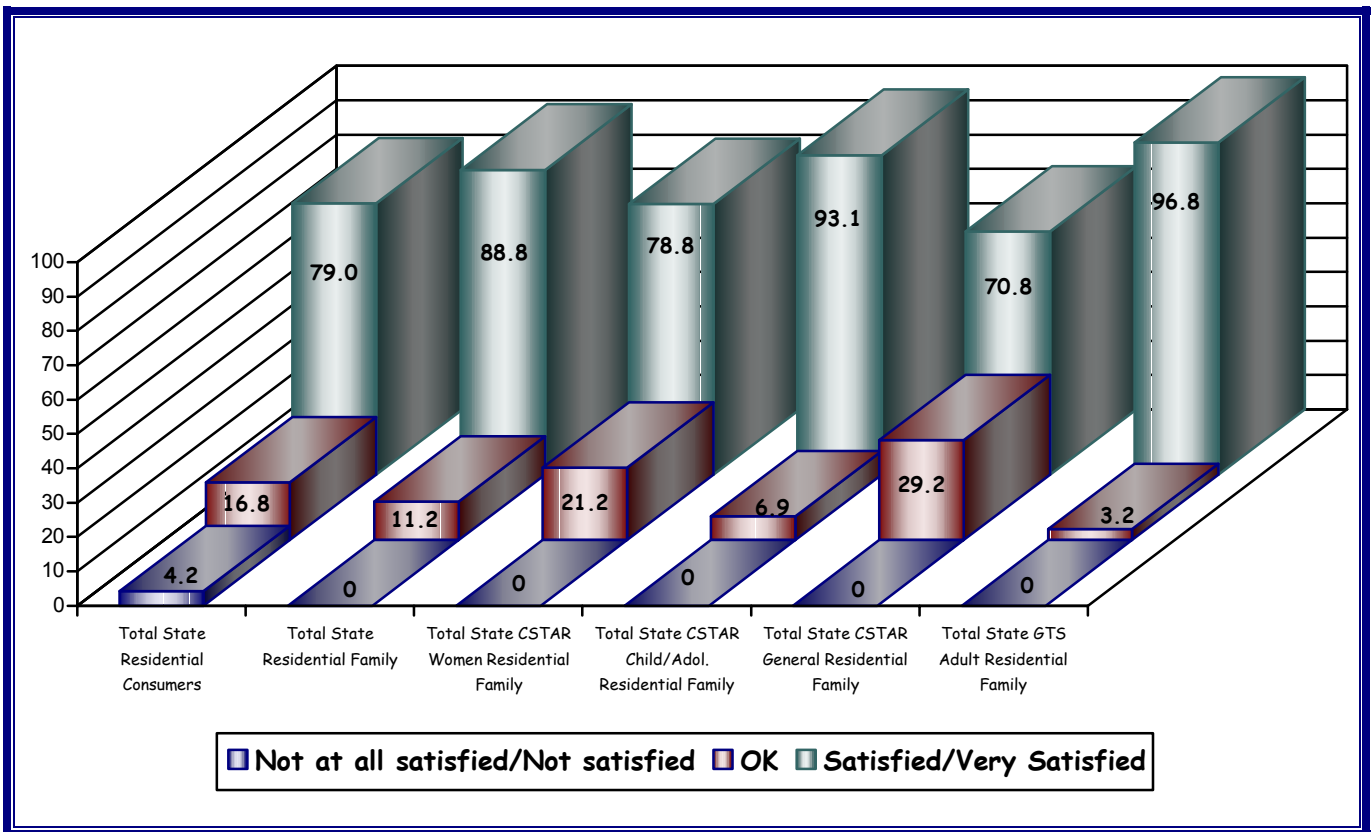
		Total State Served Consumers	Total Family Survey Returns	CSTAR Women	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	66.6%	58.6%	2.6%	72.4%	73.9%	74.2%
	Female	33.4%	41.4%	97.4%	27.6%	26.1%	25.8%
RACE	White	71.8%	81.7%	75.7%	73.7%	91.3%	88.9%
	Black	26.1%	15.6%	24.3%	24.6%	0%	7.9%
	Hispanic	0.4%	1.1%	0%	1.8%	4.3%	0%
	Native American	0.8%	0.6%	0%	0%	4.3%	0%
	Pacific Islander	0.2%	0.6%	0%	0%	0%	1.6%
	Other	1.0%	0.6%	0%	0%	0%	1.6%
AGE	Mean		25.99	28.97	15.05	33.70	31.21
	0-17	14.1%	32.4%	5.3%	100.0%	0%	0%
	18-49	81.3%	63.8%	92.1%	0%	87.0%	95.5%
	50+	4.7%	3.8%	2.6%	0%	13.0%	4.5%

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA Residential	138 (79.8%)	3 (1.7%)	32 (18.5%)
CSTAR Women	26 (74.3%)	1 (2.9%)	8 (22.9%)
CSTAR Child/Adolescent	44 (81.5%)	1 (1.9%)	9 (16.7%)
CSTAR General	17 (81.0%)	0 (0%)	4 (19.0%)
GTS Adult	51 (81.0%)	1 (1.6%)	11 (17.5%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 88.8% of family members of consumers served by the Division of Alcohol and Drug Abuse (ADA) Residential programs were "satisfied" or "very satisfied" with services.
- The highest satisfaction rating was in the GTS Adult program where 96.8% of the families who responded were "satisfied" or "very satisfied" with services.
- The lowest percent who were "satisfied" or "very satisfied" with services was in the families of CSTAR General consumers where 70.8% noted this rating.

Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
with the staff who serve your family member?	4.21 (886)	4.36 (187)	4.19 (37)	4.54 (59)	4.00 (26)	4.43 (65)
with how much your family member's staff know about how to get things done?	4.07 (890)	4.19 (179)	3.97 (35)	4.31 (59)	3.92 (25)	4.32 (60)
with how your family member's staff keep things about his/her life confidential?	4.31 (885)	4.38 (180)	4.28 (36)	4.47 (58)	4.08 (25)	4.48 (61)
that your family member's treatment plan has what he/she wants in it?	4.17 (870)	4.19 (177)	4.06 (34)	4.21 (56)	3.96 (25)	4.32 (62)
that your family member's treatment plan is being followed by those who assist him/her?	4.19 (863)	4.33 (179)	4.11 (35)	4.47 (57)	4.00 (25)	4.45 (62)
that the agency staff respect your family member's ethnic and cultural background?	4.33 (872)	4.33 (171)	4.15 (34)	4.50 (54)	3.96 (24)	4.44 (59)
with the services that your family member receives?	4.20 (883)	4.40 (178)	4.21 (33)	4.47 (58)	4.08 (24)	4.57 (63)
that the staff treats your family member with respect, courtesy, caring and kindness?	4.10 (887)	4.40 (184)	4.31 (35)	4.34 (59)	4.12 (25)	4.62 (65)
that the environment is clean and comfortable?	4.19 (885)	4.49 (186)	4.36 (36)	4.57 (60)	4.08 (25)	4.66 (65)
with opportunities for exercise and relaxation?	3.64 (883)	4.24 (181)	4.26 (34)	4.24 (58)	3.76 (25)	4.42 (64)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.17 (171)	4.15 (27)	4.10 (58)	3.91 (23)	4.44 (63)
with the childcare provided by the agency?	3.91 (79)	4.14 (22)	4.14 (22)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- Statewide, family members of consumers served by the Division of Alcohol and Drug Abuse Residential programs, reported that they were satisfied with services. All ratings were at least a 4.00 ("satisfied").
- Family members were most satisfied with the environment being clean and comfortable (mean of 4.49).
- Family members were least satisfied with the childcare provided by the agency (4.14), but this was a "satisfied" rating.
- The GTS Adult family members were the most satisfied with services (mean of 4.57).

Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
with how your family member spends his/her day?	3.65 (883)	3.98 (180)	3.83 (35)	3.91 (57)	3.58 (24)	4.27 (64)
with where your family member lives?	3.76 (878)	3.99 (179)	3.61 (36)	4.04 (55)	3.83 (24)	4.23 (64)
with the amount of choices your family member has in his/her life?	3.75 (880)	3.90 (177)	3.89 (35)	3.78 (54)	3.71 (24)	4.08 (64)
with the opportunities/chances your family member has to make friends?	3.96 (880)	3.87 (179)	4.00 (36)	3.52 (56)	3.67 (24)	4.17 (63)
with your family member's general health care?	3.80 (873)	4.03 (181)	3.89 (36)	4.18 (57)	3.54 (24)	4.16 (64)
with what your family member does during his/her free time?	3.70 (876)	3.73 (178)	3.72 (36)	3.45 (55)	3.58 (24)	4.03 (63)
How safe do you feel...						
your family member is in this facility?	4.34 (884)	4.47 (182)	4.44 (36)	4.54 (57)	4.04 (24)	4.57 (65)
your family member is in his/her home?	4.09 (861)	4.11 (181)	3.77 (35)	4.24 (58)	3.96 (24)	4.23 (64)
your family member is in his/her neighborhood?	3.94 (861)	3.85 (176)	3.66 (32)	3.58 (57)	3.96 (23)	4.14 (64)
<p>The first number represents a mean rating.</p> <p>Scale: (items 9-14): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (items 15-16): 1=Not at all safe . . . 5=Very safe.</p> <p>The second number represents the number responding to this item.</p>						

Some of the key findings were:

- The family member's responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Family members were most satisfied with safety in the facility (mean 4.47) and least satisfied with what their family member did during his or her free time (mean of 3.73).

ADA Residential Family Subjective Responses

What Family Members like best About the Program:

The families reported many benefits to the services provided their family members in residential facilities. One family summarized the treatment at this center for themselves and their child. *I have been in this treatment center myself a few years ago and it made all the difference in my life. I know that if he really wants to start a new life, this center will do everything they can for him just like they did for me.* Major topics reported have been summarized in the following section.

Treatment:

The type of treatment received was also cited. *She is getting treatment that she needs.* For another, it was *good counseling*. The treatment was seen as *getting her to deal with her life and learn to be honest, keep her off of meth.* This treatment will help her *take better care of herself.* For one family it was that *she is watched at all times and held accountable.*

Types of treatment were cited as beneficial. For one is was *one on one counseling*. For one family it was the AA and NA programs that they saw as beneficial. The *after care* was noted as being liked best. For another it was the *group counseling*. They were pleased that their son *actually participates and makes positive remarks.*

Family counseling was cited a number of times. The family counseling *didn't put us down but wanted to help us.* Another family had a similar response *Family counseling has helped very much.*

Staff:

The staff was seen as *professional*. One family noted that *I like the way ... talks clearly and listens to both myself and my son.* The staff was also seen as *understanding*. They were also seen as *helpful and friendly*. One family noted that there were *positive counselors*. Staff were seen as being *very involved in treatment.*

Group Treatment:

The families reported the benefits of the group sessions. *Many opportunities for good discussion. Good meetings.*

Education:

Education is a major component of drug treatment. Some families noted the educational aspects of treatment. *The knowledge that she gets about her recovery.* Another family noted *a chance to get his G.E.D./ without the distractions he could have had at home.*

Support:

The residential treatment centers and staff provided support for those who used drugs. *It gives her an opportunity to discuss her feelings and problems with people who are experiencing the same things. It gives her a support network for change.*

Treatment Outcome:

Some families reported positive treatment outcomes. *They have helped her get off of meth. Also have got her to accept her responsibilities to her family.* Some of the other comments about treatment outcomes included the following: (1) *It helps her to think more about what she is doing to herself and others.* (2) *learning to cope with life;* (3) *getting his anger under control;* (4) *that he understands how wrong it is to do drugs, and that he didn't have to go to jail. This place is much better for him.* (5) *For her to put things in proper perspective and deal with them and not hide from things or try and justify them.*

Spiritual Guidance:

The staff was seen as providing *spiritual guidance.*

Community Activities:

There were some positive comments about the community activities: *the outings.*

Family Involvement:

One family saw that the treatment center kept the families involved. *Staff are very involved and keep family involved with treatment plan.*

What Could Be Improved:

The families also suggested some ways in which the services could be improved. Many families felt that the division was *doing a good job.* One family just wanted *help* [for their daughter] *staying off drugs.* Another wanted the division to *keep her away from people that drink or use drugs.* The other comments have been summarized herein.

More Family Contact:

One family wanted more home visits. *Allow a weekend home visit (go home Friday, come back Sunday evening). On the third weekend if goals are met.* This was echoed *visiting at our home more often with out supervision.* For another family, it was *if family members could come and attend A.A. meetings with clients.* Another mentioned *call hours could be extended.* Yet another *more phones for family calls and a phone message board.*

Staff Issues:

There were some issues related to the staff. *For the staff and other clients to keep their sexual preferences to themselves, especially the staff. Clients should be shown what is morally right as what is legally is.* Another parent from the same facilities noted the sexual preference issues *to have upstanding individuals on the staff. To get rid of the ones that are not morally upstanding people (lesbians).* This was echoed at another agency *for things in the environment to be on a higher moral standard.*

Dress Code:

One parent wanted a stricter dress code. *Make the dress code more strict so they can't wear revealing clothes when having visitors.*

Education Issues:

One family wanted *better education plan.* Another wanted *better educational services.*

Longer Residential Treatment:

One family wanted longer residential treatment and requested to *keep them longer.*

Treatment Issues:

One person wanted fewer group sessions: *not so many groups.*

Transportation:

One family noted simply "*transportation*".